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ABSTRACT

This manual accompanies a four-part videocassette series. Each unit follows a Hispanic man in his quest for a job, focusing on four aspects of the job seeking process, including identifying a job opening, calling about it, the interview, and the first day at work. The series can be used with high beginning to intermediate students. The videotapes are to be used with a separate curriculum guide. This instuctor's guide provides instructors with a complete script of the scenes enacted in the videos and reference sections containing specific vocabulary, functions, and grammatical structures. Each script is followed by a vocabulary list that differentiates between job-related and general terminology. Informal expressions and casual language are exemplified under "idioms," and more formal equivalents are also given. A list of the linguistic functions performed by "Jose" and his companions is provided. Various grammatical structures have been extracted from the videotape conversations and catalogued according to tense. However, because of the focus on competencies, grammar is not emphasized. Each unit ends with five different types of exercises (true/false, sequencing, multiple choice, matching, and paragraph completion) that can be duplicated for student use. (MSE) (Adjunct ERIC Clearinghouse on Literacy Education)

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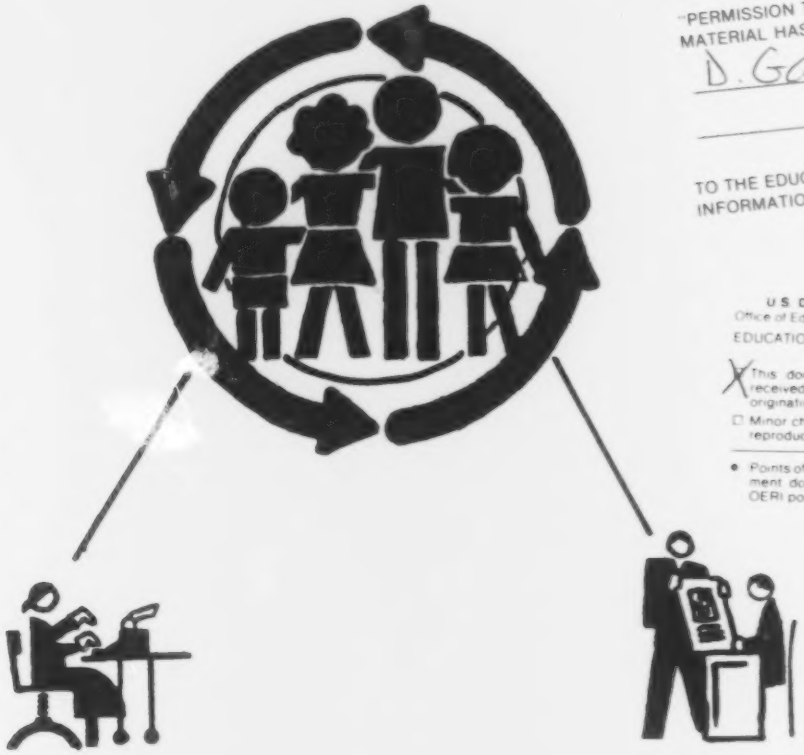
FAMILY ENGLISH LITERACY NETWORK PROGRAM

EMPLOYABILITY DEMONSTRATION COMPONENT



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ENHANCING YOUR EMPLOYABILITY SKILLS
INSTRUCTOR'S GUIDE

FLORIDA INTERNATIONAL UNIVERSITY

FL800210

FAMILY ENGLISH LITERACY NETWORK PROGRAM

EMPLOYABILITY DEMONSTRATION COMPONENT

ENHANCING YOUR EMPLOYABILITY SKILLS
Instructor's Guide

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Family English Literacy Network Program
Employability Demonstration Component
1989

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INTRODUCTION

This manual accompanies a four-part video cassette series entitled "Enhancing Your Employability Skills" developed by the Employability Demonstration Component project. Each unit follows Jose Sepulveda in his quest for a job and focuses on a different aspect of the job seeking process: findiing a job, calling about a job, the interview and the first day on the job. This series can be used with high beginning to intermediate students.

The videos are to be used in conjunction with the lesson plans in the curriculum (see separate manual). This guide provides instructors with a complete script of the scenes enacted in the videos, as well as reference sections containing specific vocabulary, functions and structures. These items can be used at the instructor's discretion, depending on the depth of coverage in the classroom. Exercises that focus mainly on comprehension end each unit.

Each script is followed by a vocabulary list that differentiates between "job-related" and "general" terminology. Informal expressions and casual language are exemplified under "idioms", and more formal equivalents are given as well. A list of the linguistic functions performed by Jose and his companions is provided at the end of each vocabulary section.

Various grammatical structures have been extracted from the conversation in the videos and catalogued according to tense (simple present, simple past, present progressive, and so on). It must be noted, however, that the curriculum and lesson plans developed by the EDC project follow a competency-based approach. The objectives at the beginning of each video unit are actually competencies taken from the curriculum. As such, grammar in itself is not emphasized. Structures are provided for instructors who take a more traditional approach to language instruction.

Each unit ends with a set of five different types of exercises that can be duplicated for student use. Comprehension of the material presented in the video can be checked through true/false and sequencing exercises. Vocabulary understanding and improvement can be obtained with multiple choice and matching exercises. A paragraph completion exercise summarizes the content of each video.

UNIT 1: FINDING A JOB

UNIT ONE

FINDING A JOB

OBJECTIVES: The student will be able to:

1. identify and use sources of information about job opportunities.
2. identify and use information about training opportunities.
3. identify strategies for applying for a job.
4. interpret alphabetized lists and indexes.
5. read and interpret newspaper want ads relating to employment.
6. prepare a personal data sheet.

TOPICS:

I. Conversation between friends

- A. Informal language
- B. Acronyms

II. Job Sources

- A. Government Agencies
- B. Private Agencies
- C. Newspapers
- D. Friends

III. Documentation

- A. Personal Fact Sheet
- B. Resume

IV. Newspaper Ads

- A. Occupations
- B. Abbreviations

VIDEO 1
COMPLETE SCRIPT
(including facilitator)

The video that we're going to see shows Jose Sepulveda looking for a job. He is not sure where to look, so some friends are giving him advice about employment sources.

Part I **Employment Sources**: Three friends meet in an informal setting. Jose has been looking for a job without much success; Mike and Ana offer some suggestions.

(1) Jose Hi Mike, how are you?

(2) Mike Pretty good I guess, how about you?

(3) Jose I'm doing o.k.

(4) Mike I haven't seen you for a while. What have you been up to?

(5) Jose I've been looking for a job, but I haven't had much luck.

(6) Mike That's too bad. Did you try the state employment agency?

(7) Jose Not yet, but I did go to another place.

(8) Mike Oh yeah, where?

(9) Jose The JTPA office.

(10) Mike The what?

(11) Jose The Job Training Partnership Act agency. They get money from the government, and they help businesses to pay for training people like me who are looking for work.

(12) Mike What did you have to do?

(13) Jose When I called, the man told me to bring my papers and the part of the paycheck that I keep.

(14) Mike Do you mean the stub of the check? Why do they need it?

(15) Jose They have to find out how much money my family makes and how many people live in my house to see if they can help me.

(16) Mike Did you qualify?

(17) Jose Yes, they told me to fill out some forms and then I went to a training program for two days. It was very interesting.

(18) Mike So, why aren't you working?

(19) Jose They're going to call me when they have a bookkeeping job available.

(20) Mike Oh, I see. Have you looked anywhere else?

(21) Jose You said something about a state--Oh, hi, Ana. How are you?

(22) Ana Hi guys, what's new?

(23) Mike & Jose Hi Ana

(24) Mike Did you know Jose was looking for a job?

(25) Ana No, I didn't. What kind of job?

(26) Jose I studied to be a bookkeeper in my country, so I would like to do that.

(27) Mike I was just telling him about the state employment agency.

(28) Ana That's a very good place. My brother found a job through then right away.

(29) Jose What did he have to do?

(30) Ana He just took his Social Security card and a personal fact sheet to help him fill out the forms. I think they gave him some tests to see what jobs would be good for him.

(31) Jose And did he find something?

(32) Ana Yes and the best part is that the state employment agency's services are free.

(33) Jose That's good.

(34) Mike Jose, did you try the personnel departments of offices where your friends work?

(35) Jose Can I do that?

(36) Ana It doesn't hurt to call and see if they have any openings.

(37) Jose That's true.

(38) Mike Do you have a resume?

(39) Jose Yes, I do, but it's very short. It has my educational background, work experience in my country and what I like to do.

(40) Mike That should do.

(41) Jose Ana, how do I find out where the state agency is?

(42) Ana It should be in the telephone book. Did you check the classified ads in the newspaper?

(43) Jose Ana, I looked at them on Sunday, but I didn't understand all of them. Could one of you help me?

(44) Mike Sure, why don't we go get a newspaper?

Part II Newspaper Ads: Mike and Ana help Jose with some vocabulary and abbreviations found in the classifed ads.

(45) Ana Jose, you look upset. What's the matter?

(46) Jose You said I could find a job by looking in the newspaper, but I'm having difficulty with these ads.

(47) Ana What's the problem?

(48) Jose Well, first of all I'm not sure exactly where to look for a particular job (a). For example, if I want to work as a carpenter, where do I find that (b)?

(49) Ana Oh, o.k. Let me show you (a). The first thing you need to know is that jobs are divided into different categories and listed under these general areas (b). Some of these are banking, medical, management, office, industrial, domestic, etc.(c). So, if you want to work as a carpenter, you look under "industrial," if you want to work as a nurse or dental

assistant, you look under "medical," and if you want to work as a receptionist or secretary, you look under "office" (d).

(50) Mike That's right (a). My girlfriend was looking for a job as a babysitter and found one by looking under "domestic" (b). And they list both full-time and part-time positions (c).

(51) Jose That's really helpful (a). But some of these ads seem a bit strange (b). Girl Friday, graveyard shift, what are those (c)?

(52) Mike Those are terms that reflect the special language of some jobs (a). For example, a "girl Friday" refers to a general office worker who does typing, filing, bookkeeping, and a little of everything (b). A "graveyard shift" refers to working between the hours of 11:00 p.m. and 7:00 a.m.(c).

(53) Ana And don't forget abbreviations (a). Because ads are expensive, many abbreviations are used, such as "sec'y" for secretary, "bkpr" for bookkeeper, "exp" for experience, etc. (b).

(54) Jose Well, maybe now that I know a little about classified ads, I can find a job.

FACILITATOR

In this video the employment sources that Jose looks at are:

1. The **state employment agency**, which helps people find jobs at no cost.
2. There are **private agencies** that do the same, but they charge a fee for their services.
3. Another source is the **newspaper**, which has a section called "**Classified Advertisements**" that includes listings of available jobs.
4. It is also possible sometimes to find a job through **friends**, who might know about available positions.

In this video Jose has prepared some important documentation which can be very helpful in the job finding process. They were:

1. A **fact sheet** has data, addresses and telephone numbers that will be necessary when filling out job applications.
2. A **resume** gives personal information and lists educational background as well as job experience.

In looking at the language used in the video we see that a conversation among friends, the vocabulary and expression used are informal. We heard them say:

a. "Hi" or "Hi guys" (vs. "hello") which you would use with the president of the company, etc.
b. O.K. (vs. all right) depends on the situation.
c. Oh yeah (vs. oh yes) depends on the situation.
d. ...the family "makes" instead of "earns".

Sometimes a group of words has a meaning different from the meaning of the individual words. These expressions are called IDIOMS and are very common in languages.

For example:
"to hit the ceiling" means "to become very angry"
"to pull strings" means "to exert influence"

Again, the meaning of the phrase is not the literal meaning, but these expressions are used very frequently and it is important to understand them.

In this video, the following idioms or idiomatic expressions are used:

a. "I'm doing O.K." means "everything is going well"
b. "what have you been up to?" means "what have you been doing lately?"
c. "It doesn't hurt to call" means "you have nothing to lose by calling"
d. "that should do" means "that's probalbly enough"
e. "pretty good" means "relatively good"
f. "I guess" means "I think"
g. "how about you" means "and you"
h. "too bad" means "what a pity!"
i. "bring" means "to take"
j. "why don't we go get a paper?" means "let's go get a newspaper."

Sometimes a group of initials can be said as another word. Many times the name of an agency or institution is referred to by its initials, such as FIU which stands for Florida International University or IRS which stands for the Internal Revenue Service. In this video, the JTPA, Job Training Partnership Act is an example of this.

D. Wrap up

In this lesson, we saw that Jose Sepulveda is looking for a job. We also looked at emplyment sources, documentation and the language used. If you have any questions about the items covered, discuss them with

your instructor. Goodbye for now.

JOB RELATED VOCABULARY

state employment agency
paycheck stub
available
personal fact sheet
personnel department
resume
experience
paycheck
full time
JTPA = Job Training Partnership Act
training program papers
qualify
social security card
fill out
openings
background
classified ads
graveyard shift
part time

career areas:
- banking
- medical
- management
- office
- industrial
- domestic

occupations:
- babysitter
- carpenter
- nurse
- dental assistant
- receptionist
- secretary
- bookeeper
- Girl Friday

GENERAL VOCABULARY

luck	forms	errand
expensive	exactly	particular
terms	reflect	denied
categories	refers (to)	listed
general	areas	abbreviations

IDIOMS

It doesn't hurt to call	= You have nothing to lose by calling
That's too bad	= What a pity
pretty good	= o.k.
I guess	= I think
how about you?	= and you?
what have you been up to	= how have you been
Oh yeah?	= Oh yes?
Hi, guys, what's new?	
That should do	= That's probably enough
why don't we go?	= let's go
a paper	= a newspaper
I'm doing O.K.	= everything is going well
What's the matter?	= What's wrong?

FUNCTIONS

Greetings
Advice
Asking for Clarification
Giving Information
Asking for Information
Suggestion
Suggestions
Sympathizing
Inquiring
Agreeing
Asking for Help

PERSONAL FACT SHEET

Name Jose Sepulveda

Address 101 SW 43 Terrace Phone # 375-7756

Miami, FL 33144

Social Security # 559-88-4736

Education

Schools Attended	Dates	Graduated	Diploma/ Degree
La Paz Elementary	1967-1975	yes	
La Paz Secondary Commercial School	1976-1982	yes	Diploma in Bookkeeping
English Language Academy	1983-1986	yes	Certificate (Adv. Level)

Work Experience

Employer	Address	Dates From	To
Cashier Sedanos Supermarket	9705 Coral Way	1983	- 1986
Farmacia La Paz Bookkeeping Dept.	1010 San Miguel Ave.	1980	- 1982

Special Interest or Skills

Sports - soccer

Reading

Honors

Certificate of Merit - English Studies

Certificate of Merit - Advanced Bookkeeping

References

Available upon request.

RESUME

Jose Sepulveda
101 SW 43rd Terrace
Miami, FL 33144
(305) 375-7756

POSITION APPLIED FOR: Bookkeeper

EXPERIENCE

June, 1983 to March, 1986
Cashier
Sedanos Supermarket
Duties: Ring up purchases, assist customers, and balance register
Salary: Starting $140.00
Ending $218.00

May, 1980 to December, 1982
Bookkeeping Assistant
Farmacia La Paz
Duties: Record in-coming and out-going merchandise, inventory control, prepare payroll, and light typing and filing.
Salary: Equivalent to $95.00

EDUCATION

Certificate (Advanced Level), 1986, English Language Academy
Major Subjects: Advanced composition and grammar, pronunciation, intensive conversation and communication.
Honors: Certificate of Merit - English Studies

Diploma, 1982, La Paz Secondary Commercial School
Major Subjects: Business Mathematics
Business Management
Bookkeeping (four levels)
Accounting (two levels)
Honors: Certificate of Merit - Advanced Bookkeeping

PERSONAL INFORMATION

Date of Birth: May 27, 1961
Place of Birth: La Paz, Bolivia
Languages: English and Spanish

REFERENCES Available upon request.

STRUCTURES

I. Simple Present

A. Statements

1. They **get** money...and they **help** businesses...(11)
2. ...the part of the paycheck that I **keep**.(13)
3. They **have** to find out...the family **makes** and...people **live** in my house (15)
4. They...when they **have** a bookkeeping job available (19)
5. Oh, I **see**. (20)
6. The best part **is** that...services **are** free.(32)
7. It **doesn't hurt**...if they **have** any openings.(36)
8. ...it'**s** very short. It **has**...what I **like** to do. (39)
9. Jose, you **look** upset. (45)
10. Some of these **are** banking... (49c)
11. ...and they **list** both full time... (50c)
12. But some...**seem** a bit strange.
13. Those are terms that **reflect**...
14. For example,...**refers** to...who **does**...

B. Questions

1. Yes/No Questions

a. Do you mean the stub of the check? (14)
b. Do you have a resume? (38)
c. Can I do that? (35)

2. Information Questions

a. Why do they need it? (14)
b. How do I find out where the state employment agency is? (41)
c. What's the matter? (45)
d. What's the problem? (47)
e. Where do I find that? (48b) ... what are those? (51c)

C. Short Answers

1. Yes, I do but... (39)

II. Simple Past

A. Statements

1. When I **called**, the man **told** me... (13)
2. Yes, they **told** me to...and then I **went**...(17)
3. It **was** very interesting. (17)
4. You **said** something... (21)
5. I **studied**...(26)
6. My brother **found** a job... (28)
7. He just **took**... (30)
8. ...they **gave** him... (30)
9. I **looked** at them...but I **didn't understand** all of them. (43)
10. They **said**... (46)
11. ...and **found** one by ... (50b)

B. Questions

1. Yes/No Questions

a. Did you try the state...? (6)
b. Did you qualify? (16)
c. Did you know Jose...? (24)
d. And did he find something? (31)
e. Jose, did you try the...? (34)
f. Did you check the classified ads...? (42)

2. Information Questions

a. What did you have to do? (12)
b. What did he have to do? (29)

C. Short Answers

1. No, I didn't. (25)
2. Yes, and... (32)

III. Present Progressive (Continuous)

A. Statements

1. ...for training people like me who **are looking** for work. (11)
2. I**'m having** difficulty... (46)

B. Questions

Why **aren't** you **working**?

IV. Past Progressive (Continuous)

A. Statements

1. I **was** just **telling** him... (27)
2. My girlfriend **was looking** for... (50b)

B. Questions

1. Did you know Jose **was looking** for a job? (24)

V. Present Perfect

A. Statements

1. I **haven't seen** you for a while. (4)
2. I **haven't had** much luck. (5)

B. Questions

1. Yes/No Questions

a. **Have** you **looked** anywhere else? (20)

2. Information Questions

a. What **have** you **been** up to? (4)

VI. Present Perfect Progressive

A. Statements

1. I **have been looking** for a job. (5)

VII. Imperative

1. **Let** me show you. (49a)
2. And **don't forget**. (53)

VIII. Future

1. They'**re going to** call me... (19)

EXERCISES

A. **COMPREHENSION**: Write T (True) or F (False) in the space next to each sentence.

1._____ The JTPA (Job Training Partnership Act) provides funds for employers to train people looking for a job.

2._____ Jose is looking for a job as a bookkeeper.

3._____ The State Employment Agency charges a fee for its services.

4._____ A resume contains educational background as well as work experience.

5._____ Jose finds newspaper ads easy to understand.

B. **VOCABULARY**: Circle the letter of the word that means the same as the underlined word.

1. To qualify for this position, an applicant must show proof of residency.

   a) look b) be eligible c) ask

2. There are several job openings at XYZ Finance.

   a) occupations b) resumes c) vacancies

3. Jose's educational background is in bookkeeping.

   a) training b) preference c) selection

4. The product will be available in October.

   a) ordered b) started c) ready

5. A two-day training is required for this position.

   a) session b) preparation c) presentation

C. **SEQUENCING EXCERCISE**: Put the following events in chronological order:

Jose:

_____Studied bookkeeping in his country

_____Went to a two-day training program

_____Went to the JTPA Agency

_____Was waiting for a call about a job

_____Was told to bring papers and check stub

D. **PARAGRAPH COMPLETION**: Select a pronoun from the list below to fill each blank space in the following paragraph (a pronoun may be used more than once).

waiting	job	conversation	friends
difficulty	available	sources	newspaper
show	JTPA		

Jose Sepulveda is looking for a (1)_____, but he is having (2)_____ finding one. Some of his (3)_____ offer him help by advising him of the different options (4)_____. After a (5)_____ in which they discuss several employment (6)_____, Jose decides to look at (7)_____ads one more time and to have his friends (8)_____ him how to use this source in seeking a job. He is still (9)_____ for the man from the (10)_____ agency to call him.

E. IDIOMS OR EXPRESSIONS: Match each expression with its meaning by putting the corresponding letter on the line next to the number.

1._____ That's too bad.	a) And you?
2._____ How about you?	b) That's probably enough.
3._____ Why don't we go?	c) Fairly good.
4._____ That should do.	d) What a pity.
5._____ Pretty good.	e) Let's go.

UNIT 2: CALLING ABOUT A JOB

UNIT TWO

CALLING ABOUT A JOB

OBJECTIVES: The student will be able to:

1. initiate and participate in a job inquiry call with appropriate telephone etiquette.
2. recognize appropriate behavior for telephone use.
3. respond effectively to different situations that arise when calling for an appointment.
4. request information about job openings using the telephone.
5. make an appointment for an interview over the telephone.
6. ask for clarification and repetition when necessary.
7. inquire about a job and set up an appointment for an interview.

TOPICS:

I. Phone Etiquette

- A. Self-identification
- B. Statement of purpose

II. Setting Up the Interview

- A. Spelling of name
- B. Confirming time
- C. Questions concerning documents

III. Asking for Directions

- A. (Where are you located?)
  (How do I find you?)
- B. Confirming directions

VIDEO 2
COMPLETE SCRIPT
(including facilitator)

In this video, Jose Sepulveda is calling about a job. Let us look at the appropriate way of making business calls.

Part I The Call: Jose calls Mrs. Johnson at XYZ Finance for an appointment for an interview.

(1)	Operator	X Y Z Finance.
(2)	Jose	May I talk to Mrs. Johnson, please?
(3)	Operator	One moment, please.
(4)	Mrs. Johnson	Mrs. Johnson speaking.
(5)	Jose	Hello, Mrs Johnson. Mr. Fenster from the JTPA agency referred me to you for a bookkeeping job.
(6)	Mrs. Johnson	All right. Do you have any experience?
(7)	Jose	No. I don't, but I studied bookkeeping in my country, and I am very eager to start working.
(8)	Mrs. Johnson	Well, we are looking for someone with experience, but....(hesitates)
(9)	Jose	I learn very fast and I am a hard worker.
(10)	Mrs. Johnson	All right. Maybe I should meet you. Why don't you come in for an interview?
(11)	Jose	Of course. When will it be convenient for you?
(12)	Mrs. Johnson	How about Tuesday at 10:30 a.m?
(13)	Jose	Tuesday at 10:30 will be fine.
(14)	Mrs. Johnson	May I have your name, please?
(15)	Jose	Yes, Jose Sepulveda, S-E-P-U-L-V-E-D-A.
(16)	Mrs. Johnson	Is that T as in Tom or D as in David?

(17) Jose — D as in David.

(18) Mrs. Johnson — S-E-P-U-L-V-E-D-A, Sepulveda.

(19) Jose — Where are you located, Mrs. Johnson?

(20) Mrs. Johnson — We're on the tenth floor of the X Y Z TOWER Suite 1002. Are you familiar with our building?

(21) Jose — No, I'm not, but if you tell me how to get there, I'm sure I can find it.

(22) Mrs. Johnson — What part of town are you coming from?

(23) Jose — The south.

(24) Mrs. Johnson — Then, take Bird Road west to Galloway Boulevard make a left on Galloway, go for about a mile, and then turn right on Sunset Ave. We're just down the street.

(25) Jose — So that's west on Bird, left on Galloway and right on Sunset.

(26) Mrs. Johnson — That's right.

(27) Jose — Do I need to bring anything with me?

(28) Mrs. Johnson — Yes, you must have your social security card, driver's license, proof of residency or citizenship, and your bookkeeper's certificate.

(29) Jose — No problem. I'll have all that for you. Tuesday at 10:30 a.m. I'm looking forward to meeting you.

(30) Mrs. Johnson — I'll see you then. Good bye.

(31) Jose — Good bye.

Part II Telling about the good news: Jose calls Ana to tell her about his interview. Ahe gives him a few last minute tips.

(32) Ana — Sunbank Graphic. Ana speaking.

(33) Jose — Oh, hi Ana. This is Jose. Say, guess what! I have an appointment on Tuesday for a bookkeeping job.

for a bookkeeping job.

(34) Ana — That's great. How did you do that?

(35) Jose — The man from the JTPA agency told me to call for an appointment and it's all set up for Tuesday at 10:30.

(36) Ana — Good. Just make sure that you arrive in plenty of time and that you are properly dressed. Punctuality and appearance are essential--not only for a first impression, but just to keep your job.

(37) Jose — Well, thanks for the advice and I'll call you and tell you how things worked out.

FACILITATOR

In this video, Jose is able to talk to Mrs. Johnson the first time he calls. However this is not always the case. Here are some other possible situations:

A. Mrs. Johnson is on the other line

1) Jose - "May I please speak to Mrs. Johnson"
Recep - "She's on the other line right now. Would you like to hold?"
Jose - "Yes, please"
Recep - "One moment"

2) Recep - "She's on the other line right now. Would you like to hold?"
Jose - "No, I'll call back later.

B. Recep - "Mrs. Johnson is in a meeting right now. Would you like to leave your name and number and I'll have her return the call?"
Jose - "Yes, please. My name is Jose Sepulveda. SEPULVEDA. S-E-P (as in Paul)-U-L-V (as in Victor)-E-D (as in David)-A."
Recep - "and your phone number?"
Jose - "5-5-5--3-2-7-9"
Recep - "5-5-5--3-2-7-9 (repeat). I'll have her return your/the call."

In giving names, it is customary to Say the name and then spell it. When two letters have similar sounds, it is usual to say "D" as in David or "B" as in Bob to avoid confusions.

In English, telephone numbers are usually given one digit at a time. Sometimes the letter "O" is used for the number "zero" so that a phone number such as 598-5093 is often said **five nine eight, five O nine three** instead of **five nine eight, five zero nine three**. You may want to make a note of that.

The language in this video is necessarily formal; therefore

> "May" is required, as in "May I talk to Mrs. Johnson".
>
> Other ways would be "May I please speak to Mrs. Johnson".
> or "May I speak to Mrs. Johnson please"

Remeber that in making business calls it is important to give proper identification and to state the purpose of the call. Listen carefully and write down any information. Confirm directions by repeating them.

If you have any questions concerning the proper way to make a business call discuss them with you instructor. Goodbye for now.

JOB RELATED VOCABULARY

experience	interview
social security	certificate
appointment	hard worker

GENERAL VOCABULARY

eager	driver's license
proof	residency
citizenship	follow-up
convenient	located
suite	familiar
properly	appearance
punctuality	essential
impression	

IDIOMS/EXPRESSIONS

Why don't you...	= I suggest that you ...
...take Bird Road west	= go west on Bird Road
How about...	= what do you think of ...
...make a left	= turn left
We're just down the street	= we're on that street
...guess what!	= let me tell you what
It's all set	= everything is arranged ...

FUNCTIONS

Greetings	Requesting
Suggesting	Confirming
Leavetaking	Hesitating

Asking for and Giving Directions
Setting an Appointment

STRUCTURES

I. Simple Present

A. Statements

1. I **learn** very fast and I'**m** a hard worker. (9)
2. We'**re** just down the street. (24)

B. Questions

1. Yes/No Questions

a. Do you have any experience? (6)
b. Are you familiar...? (20)
c. Do I need to...? (27)

2. Information Questions

a. Is that T as in Tom or D as in David? (16)
b. Where are you located? (19)

C. Short Answers

1. No, I don't. (7)
2. No, I'm not. (21)

II. Simple Past

A. Statements

1. ...but I **studied**... (7)

III. Present Progressive

A. Statements

1. We **are looking** for... (8)
2. I'**m looking** forward to...(29)

B. Questions

1. What part of town **are** you **coming** from? (22)

IV. Future

A. Statements

1. ...I'**ll have** all that for you. (29)
2. I'**ll see** you... (30)

B. Questions

1. When **will** it **be** convenient for you? (11)

V. Imperative

A. Statements

1. **Take** Bird Road west to...**make** a left on... then **turn** right. (24)

VI. Modals

1. **May** I talk to Mrs. Johnson, please? (2)
2. Maybe I **should** meet you. (10)
3. **May** I have your name, please? (14)
4. I'm sure I **can** find it. (21)
5. Yes, you **must** have.... (28)

EXERCISES

A. COMPREHENSION: Answer True or False by writing T or F next to each statement.

1._____ Jose studied bookkeeping in the U.S.

2._____ Jose asks Mrs. Johnson if he can go for a interview.

3._____ Jose is an experienced bookkeeper.

4._____ Mrs. Johnson tells Jose what documents to bring with him.

5._____ An appointment is set for Tuesday at 10:00 a.m.

B. VOCABULARY: Circle the letter of the word that has the same meaning as the underlined word.

1. Jose is eager to start working.

   a) ready b) careful c) anxious

2. The office is in the second suite on the left.

   a) room b) floor c) division

3. Jose is not familiar with the building.

   a) friendly b) acquainted c) enchanted

4. The appointment is set for Tuesday.

   a) placed b) written c) arranged

5. Of course Jose would like to find a job.

   a) immediately b) naturally c) rapidly

C. **SEQUENCING EXERCISE**: Place the following events in chronological order.

Jose:

_____Calls XYZ Finance on the telephone.

_____Sets up an appointment.

_____Talks to Mrs. Johnson.

_____Asks for directions to the XYZ building.

_____Confirms the appointment.

D. **PARAGRAPH COMPLETION**: Select a verb from the list to fill each blank in the following paragraph.

says	asking	calls	agree	work
confirms	invites	inquire	expresses	prefers

Jose (1)_____ Mrs. Johnson to (2)_____ about a bookkeeping job. Although the company (3)_____ someone with experience, Mrs.Johnson (4) _____Jose for an interview when he (5) _____some of his good qualities and strong desire to (6)_____. They (7)_____ on a date and time for the interview and after (8)_____ for directions, Jose (9)_____ all of the information and (10)_____ good bye.

E. **MATCHING**: Match each expression with its meaning by writing the corresponding letter in the blank space next to the numbers.

1. _____ Why don't you..... a) Everything is arranged.

2. _____ Looking forward..... b) I suggest that you...

3. _____ It's all set.

4. _____ How about.....

c) What do you think of...

d) Anticipate eagerly...

UNIT 3: THE INTERVIEW

UNIT THREE

THE INTERVIEW

OBJECTIVES: The student will be able to:

1. identify appropriate behavior and attitudes for getting a job.
2. recognize standards of behavior for job interviews.
3. present a "positive image" (dress, posture, body language, general attitude).
4. give information about previous work experience.
5. describe abilities and skills.
6. select appropriate questions and responses during job interviews.

TOPICS:

I. Before the interview

- A. Punctuality
- B. Proper Attire
- C. Documentation

II. Interview

- A. Non-Verbal communication
  1. Eye contact
  2. Posture
  3. Shaking hands
  4. Appearance/Dress
- B. Greeting
- C. Question/Answers
- D. Closing

VIDEO 3
COMPLETE SCRIPT
(including facilitator)

In this video, Jose goes to a job interview.

Part I Before the interview: Jose meets an old friend before meeting Mrs. Johnson.

(1)	George	Hey, Jose! What are you doing here?
(2)	Jose	Oh, hi George! I'm here for a job interview.
(3)	George	That's great, Jose! Wow, you look nice. I hardly recognized you!
(4)	Jose	Well you should dress appropriately for an interview, shouldn't you?
(5)	George	Sure! And who is your interview with?
(6)	Jose	Mrs. Johnson, at XYZ Finance.
(7)	George	You look a little nervous. Want to have a cup of coffee before the interview?
(8)	Jose	I'd love to, but I don't have time. My appointment is at 10:30, and I must be on time.
(9)	George	My, you've changed! You used to be late for everything.
(10)	Jose	And I learned my lesson, too. I'll never forget the time I lost the chance for a scholarship because I was late for an appointment.
(11)	George	I think I remember something about that. But look, it's only 10:00 a.m. We still have time.
(12)	Jose	Sorry, George . Maybe some other time, but I know in this country being on time is essential and this interview is really important to me.
(13)	George	All right, all right. Let me know how it goes. And good luck!
(14)	Jose	Thank you. I'll call you and maybe we

can get together.

(15) George — O.K. Bye.

Part II **In the Waiting Room**: Jose must fill out an application before his interview.

(16) Receptionist — May I help you?

(17) Jose — Yes. I have an appointment with Mrs. Johnson at 10:30.

(18) Receptionist — Please sit down and fill out this application. Make sure that under "experience" you list all your jobs, last one first.

(19) Jose — All right. Thank you.

Part III **The Interview**: Jose finally meets Mrs. Johnson.

(20) Mrs. Johnson — Hello, Jose?

(21) Jose — Yes, ma'am. Jose Sepulveda.

(22) Mrs. Johnson — Nice to meet you Jose. Please, sit down.

(23) Jose — Thank you.

(24) Mrs. Johnson — (Looks at the application form). So you studied bookkeeping in your country. Can you tell me a little bit about it?

(25) Jose — Yes. I took business courses there before I came to the U.S., which included bookkeeping.

(26) Mrs. Johnson — Did you finish?

(27) Jose — Oh, yes, just before I came over I finished the program.

(28) Mrs. Johnson — Good! And how did you find us?

(29) Jose — Excuse me?

(30) Mrs. Johnson — How did you know about the job opening here?

(30) Mrs. Johnson — How did you know about the job opening here?

(31) Jose. — Mr. Fenster from the JTPA agency called me. He told me you had a bookkeeping job available.

(32) Mrs. Johnson — You do know that we're looking for someone with experience, don't you?

(33) Jose — Yes, I know, but I had a chance to do some work as a student (a). It was part of the program to get on-the-job experience, and I did very well (b).

(34) Mrs. Johnson — O.K. Now, tell me a bit about yourself.

(35) Jose — Well, I came to the U.S. three years ago and went to school full-time to learn English while also working full-time as a cashier to support myself (a). I worked during the day and went to school at night (b).

(36) Mrs. Johnson — That must have been very difficult.

(37) Jose — It was, but it had to be done (a). I want to get ahead in this country, and that is the way to get started (b). I'm glad I did it (c).

(38) Mrs. Johnson — What kind of grades did you get in school, Jose?

(39) Jose — Mostly A's, but I got a B in English pronunciation.

(40) Mrs. Johnson — How come?

(41) Jose — Excuse me?

(42) Mrs. Johnson — How come? That means "why".

(43) Jose — Oh, I think it was because I didn't practice enough (a). I learned all the rules, but I needed more practice, and at work I spoke Spanish all the time (b).

(44) Mrs. Johnson — That can be a problem. Now, tell me, what is your biggest weakness?

(45) Jose — Weakness? Well, I'm a bit of a perfectionist and that is not always

practical.

(46) Mrs. Johnson — True. What can you do about it?

(47) Jose — Well, I have always learned from my mistakes and those of other people, so perhaps looking for them is a way to start.

(48) Mrs. Johnson — Good! You sound like an ambitious and responsible young man. If we offered you the job, when would you be able to start?

(49) Jose — Right away.

(50) Mrs. Johnson — All right. Do you have any questions?

(51) Jose — Yes, what would my duties be?

(52) Mrs. Johnson — You would be mainly responsible for the payroll. But there'll be someone to train you; possibly one of our accountants.

(53) Jose — That sounds good! Now that I've finished my English classes, I planned to study accounting at night.

(54) Mrs. Johnson — Good. But do you ever rest or take time out for recreational activities?

(55) Jose — Well, I play soccer on Saturdays, and I usually go to the beach on Sundays.

(56) Mrs. Johnson — That's better. Now, I asked you to bring some papers. Did you?

(57) Jose — Yes, I did. I believe everything you need is here. (hands papers to her)

(58) Mrs. Johnson — O.K. How would you like to start working on Monday?

(59) Jose. — That would be just fine. What time should I be here?

(60) Mrs. Johnson — Your hours will be from 8:00 a.m. to 5:00 p.m, Monday through Friday, with an hour for lunch (a). And your starting salary will be $250.00 per week (b). After six months, your performance will be evaluated, and if satisfactory, your

		salary will be increased accordingly (c).
(61)	Jose	I'm sure you won't be disappointed.
(62)	Mrs. Johnson	Very well. I'll see you Monday at 8:00 a.m.
(63)	Jose	Good bye, Mrs. Johnson.
(64)	Mrs. Johnson	Good bye, Jose.

FACILITATOR

Before the interview, he was nervous, but he was of the time, he was properly dressed and he had all the necessary docu- mentation. That gave him confidence, and by the time the interview bagins, he was in control.

A. At the interview Jose and Mrs. Johnson shake hands. That is a customary business procedure. It is usually the interviewer who extends the hand first.

B. At the same time that they are shaking hands, they greet each other briefly and formally.

C. It is important to look at the person in the eye. In some cultures, that is discouraged. In the United States it is expected.

D. Notice Jose's posture. He sits up straight in his chair and that is extremely important in interviews.

E. If the answer to a question is negative, Jose finds something positive to say that relates to the question. When he was asked about his experience he said that he had had "on the job" experience while in school (as a student) and that is fine.

In answering questions, English it is more proper to say:

yes, ma'am	no ma'am
yes sir	no sir
yes, I do	no, I don't

instead of reponding with just "yes" or "no".

In this video we saw Jose's interview and looked at some job interviewing skills. If you have any questions about job

interviews discuss them with your instructor. Good bye for now.

JOB RELATED VOCABULARY

fill out
experience
duties
payroll
accountants
starting salary
increased
application
on-the-job experience
responsible
train
performance
evaluated

GENERAL VOCABULARY

hardly
support
appointment
scholarship
offered
practical
possible
recreational activities
disappointed
recognized
appropriately
weakness
perfectionist
included
ambitious
satisfactory
accordingly

IDIOMS

I'd love to	= I'd really like to
Let me know how it goes	= Let me know what happens
We can get together	= We can meet
Get on the job experience	= Get experience while working
How come?	= Why?
I want to get ahead	= I want to succeed

FUNCTIONS

Greetings
Attracting Attention
Prompting
Insisting
Requesting
Leavetaking
Attractions
Complimenting
Persuading
Refusing
Complying
Regret

STRUCTURES

I. Simple Present

A. Statements

1. I'**m** here for a job interview. (2)
2. Wow, you **look** nice. (3)
3. ...but I **don**'t have no time. (8)
4. I **think** I **remember** something... (11)
5. We still **have** time. (11)
6. Yes, I **have** an appointment. (17)
7. I **want** to get ahead... (37)
8. That **means** "why." (42)
9. You **sound** like an ambitious... (48)
10. That **sounds** good. (53)
11. Well, I **play** soccer...go to the beach. (55)

B. Questions

1. Yes/No Questions

   a. Do you have any questions? (50)

2. Information Questions

   a. And who is your interview with? (5)

II. Simple Past

A. Statements

1. I hardly **recognized** you. (3)
2. So you **studied** bookkeping... (24)
3. Yes, I **took** business...which included bookkeeping. (25)
4. ...just before I **came** over. (27)
5. But I **had** a chance... (33a)
6. It **was** part... and I **did** very well (33b)
7. I **came** to the U.S... and **went** (35a)
8. ... I **worked** during the day...And I **went** to school (35b)
9. It **was**, but it **had**... (37a)
11. I'm glad I **did** it. (37c)
12. ... but I **got** a B... (39)
13. Oh... I think it **was**...I **didn**'t practice enough (43a)
14. I **learned** all...But I **needed**...**spoke** Spanish... (43b)
15. Now, I **asked**... (56)

III. Present Progressive (Continuous)

A. Statements

1. You do... we'**re looking** for...(32)

B. Questions

1. What **are** you **doing** here? (1)

IV. Present Perfect

A. Statements

1. My, you'**ve changed**. (9)
2. Now that I'**ve finished**... (53)

V. Future

A. Statements

1. I'**ll** never **forget** the time... (10)
2. I'**ll call** you... (14)
3. Your hours **will be**... (60a)
4. And your starting salary **will be**... (60b)
5. After six... your performance **will be** evaluated... (60c)
6. I'm sure I **won't be**... (61)
7. I'**ll see** you... (62)

VI. Imperative

A. Statements

1. Please **sit** down... **fill** out... (18)
2. Now, **tell** me... (34)

VII. Modal Auxiliaries

1. Well, you **should** dress appropriately, for an interview, **shouldn't** you? (4)
2. I'd love to (I **would** love to)...and I **must** be on time. (8)
3. ... we **can** get together. (14)
4. **May** I help you? (16)
5. That **must** have been difficult. (36)
6. That **can** be a problem. (44)
7. What **would** my duties be? (51)
8. What time **should** I be here? (59)

EXERCISES

A. COMPREHENSION: Write T (True) or F (False) in the space next to each sentence.

1._____ Jose is late for his interview.

2._____ Jose declines an invitation for coffee.

3._____ Jose took English classes in the United States.

4._____ Mrs. Johnson hires Jose.

5._____ Jose plays soccer on Saturdays.

B. VOCABULARY: Circle the letter of the word that has the same meaning as the underlined word.

1. He supports his family as well as himself.

   a) likes b) maintains c) envies

2. Jose will be mainly responsible for the payroll.

   a) primarily b) usually c) lately

3. Jose's performance will be evaluated after six months.

   a) attitude b) records c) work

4. His salary might be increased after six months.

   a) raised b) reduced c) evaluated

5. They won't be disappointed with his work.

   a) happy b) disillusioned c) taken

C. **SEQUENCING**: Put the following events in chronological order.

Jose:

_____ Explains to Mrs. Johnson how he found out about the job.

_____ Accepts the job.

_____ Meets George in the lobby of the building.

_____ Hands his papers to Mrs. Johnson.

_____ Tells Mrs. Johnson about his experience.

D. **PARAGRAPH COMPLETION**: Select a word from the list below to fill each blank in the following paragraph.

offers	arrives	bookkeeping	meets
report	interview	position	activities
salary	monday		

Jose has an (1)_____ with Mrs. Johnson of XYZ Finance regarding a (2)_____ job. He (3)_____ in plenty of time, notifies the secretary, and (4)_____ Mrs. Johnson. They talk about his education, experience, and his recreational (5)_____ . After Mrs. Johnson (6)_____ Jose a job, they discuss his duties, (7)_____, working hours, and other details pertaining to his new (8)_____ as book- keeper at XYZ Finance. He is to (9)_____ for work the following (10)_____ at 8:00 a.m.

E. MATCHING: Match each expression with its meaning by writing the corresponding letter in the blank space next to the numbers.

1._____ How come?	a) Getting experience while working
2._____ On-the-job experience	b) I almost didn't recognize you.
3._____ Get ahead	c) Why?
4._____ I hardly recognized you.	d) Succeed

UNIT 4: FIRST DAY ON THE JOB

UNIT FOUR

FIRST DAY ON THE JOB

OBJECTIVES: The student will be able to:

1. interpret job skills and work schedules.
2. interpret job responsibilities.
3. identify appropriate behavior, attitudes and social interaction for keeping a job and getting a promotion.
4. interpret information about employee organizations.
5. ask and answer questions about where things are located and/or where aupplies are kept.
6. follow directions to specific locations at work.

TOPICS:

I. Going to Work

- A. Punctuality
- B. Greetings
- C. Introductions
- D. Business attire

II. Interpersonal Relations

- A. Co-workers
- B. Supervisors

III. Carrying Out Duties

- A. Listening/Paying attention to instructions
- B. Asking appropriate questions
- C. Doing job thoroughly (double checking)
- D. Verifying

IV. Leavetaking

- A. Summarizing (Recapping - positive)
- B. Thanking

VIDEO 4
COMPLETE SCRIPT
(including facilitator)

In this video, we are going to see Jose's first day on the job.

Part I Reporting for Work: Jose goes to see Mrs. Johnson as soon as he arrives.

(1)	Jose	Good morning, Mrs. Johnson.
(2)	Mrs. Johnson	Good morning, Jose. Welcome aboard!
(3)	Jose	Thank you.
(4)	Mrs. Johnson	(Calls the secretary) Nancy - come in, please.
(5)	Nancy	I'll be right there.
(6)	Mrs. Johnson	Nancy, this is Jose Sepulveda.
(7)	Nancy	Hello, Jose, nice to meet you.
(8)	Jose	Hello, Nancy, how do you do?
(9)	Mrs. Johnson	Nancy, please show Jose around and take him to Mr. Campbell.
(10)	Nancy	Yes ma'am
(11)	Jose	Thank you, Mrs. Johnson.
(12)	Mrs. Johnson	You're welcome. Please check with me before you go home.
(13)	Jose	I will.
(14)	Nancy	Please follow me. Are you the new bookkeeper?
(15)	Jose	Yes, I am. How did you know?
(16)	Nancy	Oh, I heard it through the grapevine.
(17)	Jose	The grapevine?
(18)	Nancy	Oh, I'm sorry. That means "interoffice gossip."

(19) Jose — Good! I've already learned a new word today!

(20) Nancy — It's just an expression, but everybody uses it.

(21) Jose — I'm glad you told me. You see, there are words and expressions that you hear all the time but that they don't teach you in school.

(22) Nancy — Well, if you need any help with your English or anything else around the office, I'll always be happy to help (a). Here's the supply room, the rest rooms are down the hall (b). This is the conference room, just wait in there and I'll tell Mr. Campbell you're here (c).

Part II Meeting the supervisor: Jose discuss some details regarding company policy with Mr. Campbell.

(23) Mr. C. — Hello, Jose - I'm Henry Campbell. (They shake hands).

(24) Jose — Nice to meet you, Mr. Campbell.

(25) Mr. Campbell — Please sit down, Jose (a). We'll get right down to business (b). I'll explain the company rules to you, give you some forms to fill out and explain the benefits package to you (c).

(26) Jose — O.K., Do you mind if I ask some questions?

(27) Mr. Campbell — On the contrary. I encourage you to do so (a). Anything that you don't understand, any problems that you might have, please bring those to my attention at once (b). Even if you make a mistake, it's better to report it right away than to hide it, because otherwise a small mistake can turn into a big problem (c). Do you understand? (d)

(28) Jose — Perfectly.

(29) Mr. Campbell — Now, here is a list of company rules and regulations that you should become familiar with (a). You can look at

them and we'll discuss the particulars later if necessary (b). And remember that "I don't know" is not an excuse (c). Now, let's take care of the red tape (d).

(30) Jose — The red tape?

(31) Mr. Campbell — That means necessary paperwork, usually a lot (a). Let's see, first you must fill out a personal information sheet (c). It's just a formality, but we need to have all of this information on file (c). You also have to fill out a W-4 form and a health form (d). Did you know that our company provides medical and dental coverage? (e)

(32) Jose — No, I didn't, but that's wonderful.

(33) Mr. Campbell — O.K. you can fill out your forms. I'll be in my office, if you have any questions, ask!

(34) Jose — O.K. Thank you, sir.

(35) Mr. Campbell — You're welcome.

Part III Filling out forms: After a while, Nancy goes by and asks Jose how he's doing.

(36) Jose — Oh, hi Nancy. I'm doing O.K., I guess. It's just that all of these forms... especially the W-4. The instructions are so complicated!

(37) Nancy — I know what you mean. Can I help in any way?

(38) Jose — Well, do you know how to fill out one of these?

(39) Nancy — Yes. Let me do it for you.

(40) Jose — Well, I really need to learn to do it myself (a). In my last job someone filled it out for me and I never learned (b).

(41) Nancy — Are you single or married?

(42) Jose — Single.

(43) Nancy — Then just put "one" in the space after #4 and that is all (a). Or you can put "zero" and that way they'll take away more money now but you'll have to pay less at the end of the year (b).

(44) Jose — Let me see if I got this right (a). If I claim one dependent, they won't take away so much money now, but I may have to pay more at the end of the year (c). If I claim "0" dependents, then they'll take away more money now but I won't have to pay at the end on the year (c). Is that right? (d)

(45) Nancy — You got it. You may even get some money back!

(46) Jose — Really? Then I'm claiming no dependents. Thank you, Nancy. You've been a big help.

(47) Nancy — Anytime!

Part IV Getting Started: Jose goes back to Mr. Campbell's office and knocks on the door.

(48) Mr. Campbell — How are you doing Jose?

(49) Jose — I think everything is complete.

(50) Mr. Campbell — Let me see... O.K. - This is O.K. - Everything seems to be in order. Now come with me and I'll show you your working area and give you something to get you started.

Part V The End of the Day: Jose goes back to Mrs. Johnson's office before he leaves for the day.

(51) Jose — Mrs. Johnson?

(52) Mrs. Johnson — Oh, hello, Jose, how was your first day on the job?

(53) Jose — Fine. Everyone has been very nice and helpful, and Mr. Campbell says I'm doing well.

(54) Mrs. Johnson — Good. Here is your I.D. card and parking decal.

(55)	Jose	Thank you.
(56)	Mrs. Johnson	Have a good evening, Jose.
(57)	Jose	The same to you, Mrs. Johnson. And thank you for everything.
(58)	Mrs. Johnson	You're welcome. Good bye.
(59)	Jose	Good bye.

FACILITATOR

In this video we see that Jose is on time. Punctuality is essential in order to get, as well as, to keep a job.

He is wearing appropriate business clothes. A well groomed person will always present a neat appearance, as required in the business world.

In most job, there will be employees of different ranks. With co-workers of similar rank, informal language is acceptable. With those of higher rank, formal language is necessary. In Jose's case, "hello, Mr. Campbell" is appropriate but "Hi, Nancy" is also all right.

Good interpersonal relations and cooperation among employees are important, but excessive friendliness on the job is undesirable if a professional atmosphere is to be maintained.

In carrying out duties, it is important to listen carefully to instructions and to be thorough. In other words, to check and double check to see that everything is complete.

In this video we saw the result of all of Jose's preparation to look for a job. Making the proper preparations is no guarantee that you will get every job you apply for, but it will make the search easier and greatly increase your chances. If you have any questions about what you have seen in this video discuss them with you instructor. Goodbye for now.

JOB RELATED VOCABULARY

supply room
coffee room
company rules
forms
I.D. card
parking decal
paperwork
dental coverage
information sheet
on file
health form
dependent
benefits package
regulations
medical coverage
instructions

GENERAL VOCABULARY

discuss
complicated
necessary
married
formality
provider
claim
particulars
gossip
single
encourage
mistake
report
perfectly

IDIOMS

welcome aboard = glad to have you here
through the grapevine = through gossip
get right down to business = begin working without wasting time
red tape = paperwork, usually a lot

FUNCTIONS

Greetings/Welcoming
Instructing
Explaining
Initiating Conversation
Clarifying/Explaining
Introductions
Asking Questions
Apologizing
Offering To Help

STRUCTURES

I. Simple Present

A. Statements

1. This **is** Jose Sepulveda. (6)
3. That **means**... (18)
4. It'**s** just an expression, but everybody **uses** it. (20)
5. They **don't** teach us... (21)
6. I **encourage** you to do so. (28a)
7. I **know** what you **mean**. (38)
8. Well, I really **need**... (41)
9. I **think** everything **is** complete. (49)
10. Everything **seems** to be... (50)

B. Questions

1. Are you the new bookkeeper? (14)
2. Do you mind...? (27)
3. Do you understand? (28d)
4. Are you single...? (42)
5. Is that right? (45d)

II. Simple Past

A. Statements

1. I **heard** it... (16)
2. Someone **filled** it out...and I never **learned**. (41b)

B. Questions

1. How did you know? (15)

III. Future

1. I'**ll leave** you... (22c)
2. We'**ll get** right down to business. (26b)
3. But you'**ll have** to pay... (44b)
4. Then, they'**ll take**... (45c)
5. But I **won't have** to... (45c)

IV. Present Progressive (continuous)

1. Then I'**m claiming**... (47
2. Mr. Campbell says I'**m doing** well. (53)

V. Imperative

1. Nancy, **come** in, please. (4)
2. Please, **show**... **take** him... (9)
3. Please **follow** me. (14)
4. Please, **sit** down. (26a)

VI. Present Perfect

1. I'**ve** already **learned**... (19)
2. You'**ve** **been** a big help. (47)
3. Everyone **has** **been**... (53)

VII. Modals

1. Problems that you **might** have... (28b)
2. A small mistake **can** turn... (28c)
3. ... You **should** become... (30a)
4. First you **must** fill out... (32b)
5. **Can** I help in any way? (38)
6. You **may** even get... (46)

EXERCISES

A. COMPREHENSION: Answer T (True) or F (False).

1._____ Mrs. Johnson introduces Jose to Mr. Campbell.

2._____ Mr. Campbell is Jose's supervisor at XYZ Finance.

3._____ Jose listens carefully to Mr. Campbell's instructions.

4._____ XYZ Finance pays for its employee's medical coverage, but it does not include dental coverage.

5._____ Nancy fills out Jose's W-4 form for him.

B. VOCABULARY: Circle the letter of the word that has the same meaning as the undrlined word.

1. Mr. Campbell encourages Jose to ask questions.

   a) forbids b) invites c) listens to

2. Mistakes can be avoided by asking questions.

   a) quantities b) areas c) errors

3. Mr. Campbell and Jose discuss the rules of the company.

   a) talk about b) preserve c) argue about

4. Jose decides to claim no dependents.

   a) declare b) understand c) eliminate

5. Mrs. Johnson gives Jose a parking decal.

   a) space b) card c) permit

C. **SEQUENCING EXERCISE**: Arrange the following events in chronological order by putting numbers on the lines.

Jose:

_____ Learns where different rooms are located in the office.

_____ Fills out a W-4 form.

_____ Receives his parking decal from Mrs. Johnson.

_____ Discusses the company's policies with Mr. Campbell.

_____ Meets Nancy at XYZ Finance Company.

D. **PARAGRAPH COMPLETION**: Select a word from the list below to fill each blank space in the following paragraph

arrangement	job	carefully	meets	co-workers
home	forms	first	end	questions

Jose's (1)_____ day on the job is a typical one. He (2)_____ his supervisors and (3)_____, becomes familiar with the (4)_____ of the office. As the day progresses, he fills out (5)_____, learns about the company and about the (6)_____ that he is expected to do. He listens (7)_____ to instructions, asks appropriate (8)_____, and checks his work. At the (9)_____ of the day, he reports to his supervisor before going (10)_____.

E. MATCHING: Match each expression with its meaning by writing the corresponding letter in the blank space next to the number.

1._____ red tape	a) begin working without wasting time
2._____ through the grapevine	b) glad to have you in the company
3._____ get right down to business	c) paperwork
4._____ welcome aboard	d) through office gossip

ANSWERS TO EXERCISES

UNIT 1: FINDING A JOB

A. Comprehension

1. True (T)
2. True (T)
3. False (F)
4. True (T)
5. False (F)

B. Vocabulary

1. B
2. C
3. A
4. C
5. B

C. Sequencing Exercise

Jose: 1
4
3
5
2

D. Paragraph Completion

1. job
2. difficulty
3. friends
4. available
5. conversation
6. sources
7. newspaper
8. show
9. waiting
10. JTPA

E. Idioms or Expressions

1. D
2. A
3. E
4. B
5. C

UNIT 2: CALLING ABOUT A JOB

A. Comprehension

1. False (F)
2. False (F)
3. False (F)
4. True (T)
5. False (F)

B. Vocabulary

1. C
2. A
3. B
4. C
5. B

C. Sequencing Exercise

Jose: 1
3
2
4
5

D. Paragraph Completion

1. calls
2. inquire
3. prefers
4. invites
5. expresses
6. work
7. agree
8. asking
9. confirms
10. says

E. Matching

1. B
2. D
3. A
4. C

UNIT 3: THE INTERVIEW

A. Comprehension

1. False (F)
2. True (T)
3. True (T)
4. True (T)
5. True (T)

B. Vocabulary

1. B
2. A
3. C
4. A
5. B

C. Sequencing Exercise

Jose:
2
5
1
4
3

D. Paragraph Completion

1. interview
2. bookkeeping
3. arrives
4. meets
5. activities
6. offers
7. salary
8. postion
9. report
10. Monday

E. Matching

1. C
2. A
3. D
4. B

UNIT 4: FIRST DAY ON THE JOB

A. Comprehension

1. False (F)
2. True (T)
3. True (T)
4. False (F)
5. False (F)

B. Vocabulary

1. B
2. C
3. A
4. A
5. C

C. Sequencing Exercise

Jose: 2
3
5
4
1

D. Paragraph Completion

1. first
2. meets
3. co-workers
4. arrangement
5. forms
6. job
7. carefully
8. questions
9. end
10. home

E. Matching

1. C
2. D
3. A
4. B

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